

60-day Premium Billing Leniency Liberty Mutual

Coronavirus (COVID-19) Response

INSURANCE

Nationwide premium billing leniency from March 23, 2020 – May 22, 2020

COVID-19 Updates

Please continue to check our COVID-19 agent resource pages on [Helping You Succeed](#) for Liberty Mutual agents and [SafeCo Now](#) for Safeco agents for additional information.

All of us at Liberty Mutual Insurance are here for you and your clients. Your safety and well-being and those of your clients are our primary concern. To support our customers during this difficult time, effective March 23, 2020, we introduced a nationwide 60-day billing leniency policy for our small commercial customers. This means that from March 23 through May 22, 2020, we will not cancel policies for nonpayment.

What you need to know

- During the 60-day time-frame billing will continue, but policies will **not** go into a nonpayment status.
- We will not apply late fees.
- We will waive all return fees for insufficient funds.

Frequently Asked Questions

Q: What type of billing relief are you offering customers?

A: We are temporarily suspending cancellation and nonrenewal of coverage because of nonpayment through May 23, 2020. We will not charge late fees or penalties during this period to give your clients extra time to pay their premiums without risking cancellation/nonrenewal.

We are committed to working with you and your clients during these challenging times. For those who can make payments, they should do so as they normally would. If not, please contact a billing representative to discuss other arrangements.

Q: Does my client need to do anything to participate in this billing relief plan?

A: No. All U.S. small commercial policyholders will automatically benefit from this temporary billing relief plan. No action is required by you or your client. However, if your client is still able to pay their premium, they should continue to do so as normal.

Q: What if my client recently received a nonpayment cancellation?

A: If your client received a cancellation notice for nonpayment issued March 8, 2020 or after, there is no need to take further action, as their policy will not cancel. If your client, however, received a cancellation notice prior to March 8, 2020, and is unable to pay, please contact one of our billing representatives, otherwise, their policy may cancel for nonpayment.

For U.S. Small Commercial Insurance, call 1-866-290-2920, option 3.

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Q: Why did my client receive a notice that referenced adding/added a nonpayment late or insufficient funds fee?

A: We will waive these fees between March 23, 2020 through May 22, 2020.

Q: My client's premium payment is deducted on an automatic, recurring basis. Will these automatic payments continue during this period?

A: Yes. If your client enrolled in an automatic premium payment plan, it will continue along with the usual conditions.

If your client would like to stop automatic premium payments, please direct them to mybusinessonline.libertymutual.com or contact a Liberty Mutual Insurance billing representative at the number below.

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Q: How will the minimum due be reflected online?

A: If not paid, the minimum due displayed may not reflect accurately online until the next billing cycle. Please refer your client to their invoice for the correct minimum due.

Q: How will this impact future billing invoices?

A: If not paid, the current amount due will be added to your client's next installment.

If your client needs to discuss alternative payment arrangements or other payment options, please contact one of our billing representatives.

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Q: Where can my client find out more?

A: Please contact a Liberty Mutual Insurance billing representative who will be happy to answer any questions you or your client may have.

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Thank you for your continued partnership. If you have additional questions, feel free to reach out to us at 1-866-290-2920, option 3. Please be aware, you may experience longer than normal wait times.